Verizon VT   271 Backslide Report

Month

	Pre-Ordering	VZ	CLEC		U N E		Diff.	Perf. Score	Wgt.	Wgtd. Score
PO-1-01-6020	**Customer Service Record - EDI**									
PO-1-01-	**Customer Service Record - CORBA**									
PO-1-01-	**Customer Service Record - WEB GUI**									
PO-1-02-6020	Due Date Availability - EDI									
PO-1-02-	Due Date Availability - CORBA									
PO-1-02-	Due Date Availability - WEB GUI									
PO-1-03-6020	Address Validation -EDI									
PO-1-03-	Address Validation - CORBA									
PO-1-03-	Address Validation - WEB GUI									
PO-1-04-6020	Product and Service Availability - EDI									
PO-1-04-	Product and Service Availability - CORBA									
PO-1-04-	Product and Service Availability - WEB GUI									
PO-1-05-6020	Telephone Number Availability and Reservation - EDI									
PO-1-05	TN Availability and Reservation - CORBA									
PO-1-05	TN Availability and Reservation - WEB GUI									
PO-2-02-6020	**OSS Interface Availability - Prime - EDI**									
PO-2-02-	**OSS Interface Availability - Prime - CORBA**									
PO-2-02-	**OSS Interface Availability - Prime - WEB GUI**									
PO-3-02-3000	% Answered within 30 Seconds - Ordering									
PO-3-04-3000	% Answered within 30 Seconds - Repair									

OR	**Ordering**			Observations						
OR-1-02-3320	**% On Time LSRC - Flow Through - POTS - 2hrs**									
OR-1-04-3100	**% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-POTS**									
OR-1-04-3200	% OT LSRC/ASRC -No facilities check(Elec.-No Flow Through)-Specials									
OR-1-06-3320	**% On Time LSRC/ASRC - Facilities check (Electronic) - POTS**									
OR-1-06-3200	% On Time LSRC/ASRC - Facilities check (Electronic) - Specials									
OR-2-02-3320	**% On Time LSR Reject - Flow Through - POTS**									
OR-2-04-3320	**% OT LSR/ASR Rej.-No facilities check(Elec.-No Flow Through)-POTS**									
OR-2-04-3200	% OT LSR/ASR Rej.-No facilities check (Elec.-No Flow Through)-Specials									
OR-2-06-3320	**% On Time LSR/ASR Reject-Facilities check (Electronic) - POTS**									
OR-2-06-3200	% On Time LSR/ASR Reject-Facilities check(Electronic) - Specials									
OR-4-09-3000	**% SOP to Bill Completion Sent w/in 3 Business Days**				VZ Standard Deviation					
OR-5-03-3112	% Flow Through - Achieved - POTS & Specials									

PR	**Provisioning**	VZ	CLEC	VZ	CLEC	VZ Standard Deviation	Sampling Error	Stat. Score		
PR-3-08-3142	% Completed w/in 5 Days (1-5 lines-No Dispatch)-UNE-P/Other									
PR-3-09-3142	% Completed w/in 5 Days (1-5 lines-Dispatch)-UNE-P/Other									
PR-4-01-3200	**% Missed Appointment - VZ - Total - Specials**									
PR-4-01-3510	**% Missed Appointment - VZ - Total - EEL**									
PR-4-01-3530	% Missed Appointment - VZ - Total - IOF									
PR-4-02-3100	Average Delay Days - Total - POTS									
PR-4-02-3200	Average Delay Days - Total - Specials									
PR-4-04-3140	% Missed Appointment - VZ - Dispatch - Platform									
PR-4-04-3113	**% Missed Appointment - VZ - Dispatch - New Loop**									
PR-4-05-3140	**% Missed Appointment- VZ - No Dispatch - Platform**									
PR-5-01-3100	% Missed Appointment - Facilities - POTS									
PR-5-01-3200	% Missed Appointment - Facilities - Specials									
PR-5-02-3100	% Orders Held for Facilities > 15 days - POTS									
PR-5-02-3200	% Orders Held for Facilities > 15 days - Specials									
PR-6-01-3121	% Installation Troubles within 30 days - POTS Other									
PR-6-01-3200	% Installation Troubles within 30 days - Specials									
PR-6-02-3520	**% Installation Troubles within 7 days - Hot Cut**									
PR-8-01-3100	% Open Orders on Hold Status > 30 days - POTS									
PR-8-01-3200	% Open Orders on Hold Status > 30 days - Specials									
PR-8-02-3100	% Open Orders on Hold Status > 90 days - POTS									
PR-8-02-3200	% Open Orders on Hold Status > 90 days - Specials									
PR-9-01-3520	**% On Time Performance - Hot Cut**									

MR	**Maintenance & Repair**						Diff.			
MR-1-01-2000	Average Response Time - Create Trouble									
MR-1-03-2000	Average Response Time - Modify Trouble									
MR-1-04-2000	Average Response Time - Request Cancellation of Trouble									
MR-1-06-2000	Average Response Time - Test Touble (POTS only)									
							Stat. Score			
MR-2-01-3200	Network Trouble Report Rate - Specials									
MR-2-02-3112	Network Trouble Report Rate - Loop (POTS)									
MR-3-01-3112	% Missed Repair Appointments - Loop									
MR-3-02-3100	% Missed Repair Appointments - Central Office									
MR-4-01-3200	**Mean Time to Repair - Specials**									
MR-4-02-3112	**Mean Time to Repair - Loop Trouble**									
MR-4-03-3100	**Mean Time to Repair - CO Trouble**									
MR-4-08-3100	**% Out of Service > 24 Hours - POTS**									
MR-4-08-3200	% Out of Service > 24 Hours - Specials									
MR-5-01-3100	**% Repeat Reports w/in 30 days - POTS**									
MR-5-01-3200	**% Repeat Reports w/in 30 days - Specials**									

BI	**Billing**									
BI-1-02-2030	% DUF in 4 Business Days									
	"NA" - no activity "UD" - under development						Totals			

Under the provisions of the Plan, the -1 performance scores are subject to adjustment based on the next two month's performance.